



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

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Director

INFORMATIONAL LETTER NO.1620

DATE: February 18, 2016

TO: Iowa Medicaid Hospitals, Physicians, Certified Nurse Midwives, Advanced Registered Nurse Practitioners, Federally Qualified Health Clinics, Rural Health Clinics, Clinical Social Workers, Behavioral Health Providers, Behavioral Health Intervention Services Providers, Habilitation Providers, Psychiatric Medical Institutions for Children (PMIC), Community Mental Health Centers and Integrated Health Homes

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Magellan Claim Wrap-up

EFFECTIVE: Immediately

The Iowa Plan ended on December 31, 2015. Magellan of Iowa is responsible for behavioral health and substance abuse services provided through that date. This letter provides updates and direction on several key questions as a result of this transition. Below are useful tips to check on claims, prior authorizations and electronic submissions of claims to Magellan of Iowa.

Claim or Prior Authorization Status:

Customer Service Representatives are available through the Magellan of Iowa call center at 1-800-638-8820 or by email at IACustomerService@magellanhealth.com.

Claims Submissions:

Providers can either submit claims by paper or electronically. Electronic submission is preferred; however claims may also be submitted on paper to:

Magellan Healthcare
PO Box 1869
Maryland Heights, MO 63043

Appeals:

Appeals may still be sent to the Magellan fax or email box. Appeal requests for dates of service prior to January 1, 2016, should be emailed to DSMAppeals@magellanhealth.com or faxed to 1-888-656-2658.

Please note: It is the responsibility of the provider to provide a secure connection if they are sending Protected Health Information (PHI) to Magellan.

If you have any questions please contact the IME Provider Services Unit at 1-800-338-7909 or email at IMEproviderservices@dhs.state.ia.us.